Customer Service Report for ASB

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009
11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Application Support											
Stats-SAS-Mainframe	1	0	0	0	0	1	0	0	0	0	0
ASR											
Colocation-OFF	0	0	0	1	0	1	0	0	0	0	0
Colocation-ON	0	2	0	3	0	2	1	0	2	0	0
Other	1	0	0	3	0	0	0	0	4	0	1
Unix	0	0	0	2	0	0	0	0	2	0	0
Windows	0	1	0	0	0	0	0	0	0	1	0
Back Office Support											
Configuration	0	1	0	0	0	0	0	1	0	0	20
CIT Categories Remedy											
Accts Create	0	1	0	0	0	0	0	1	0	0	10
Connectivity											
VPN	2	1	0	0	0	1	0	0	1	1	1
Hardware											
Printers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	0
OS/390											
General Info	1	0	0	0	0	1	0	0	0	0	0
Printer/VPS	0	0	0	15	0	0	0	0	15	0	0
Wylbur	1	0	0	0	0	1	0	0	0	0	0
Web Site Issue (non-CIT)											
Inaccessible	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	**8**	**6**	**0**	**24**	**0**	**8**	**1**	**2**	**25**	**2**	**1**

Total Tickets Closed:	**29**
Total Tickets Assigned/Pending/Checked Out:	**9**
Total Tickets Created:	**38**